

**Fort Bragg, North Carolina  
DIRECTOR OF LOGISTICS  
TRANSPORTATION DIVISION  
PERSONAL PROPERTY  
STANDARD OPERATING PROCEDURES (SOP)**

**10 March 2006**

**1. REFERENCES:**

Joint Federal Travel Regulation  
Joint Travel Regulation  
AR 310-10 Military Orders  
DOD Regulations  
NAVSUP Manual  
MCO 4600.7B, Marine Corps Transportation Manual  
AF Regulation 75-25, Movement and Storage of Personal Property for Air Force  
PPCIG (Personal Property Consignment Instruction Guide)  
AR 55-60 Official Table of Distances  
Circulars, letters, messages, e-mail information local procedures and other  
implementing instructions to above referenced regulations.

**2. PURPOSE:**

To provide the regulatory and Fort Bragg procedures and data for all personnel applying for shipment or storage of household goods. They will be briefed on method and mode of shipment; provided data pertaining to unusual items (extraordinary value); given guidance on shipping professional books, papers and equipment; advised with regard to items that may not be shipped at government expense; fully briefed on member's responsibility in regards to preparing his/her property for shipment; provided pickup date and date required at destination; given an estimated excess cost when there is excess cost associated with the shipment. Carrier and government liability in case of loss and/or damage, and member's responsibility to file claim for any such loss and/or damage within prescribed time limitations will also be covered. Also, methods for processing all mobile home shipments, claims for reimbursement, Personally Procured Move (PPM) and mail in applications are to be briefed when applicable. Counselors will also be prepared to perform briefings on-site and off site for individual General Officers and Units preparing for Deployment. Counselors will also be available to brief any large groups preparing for movement of Personal or Government Owned Property.

**3. SCOPE:**

The procedures outlined in this SOP apply to and will be a reference for all ranks and grades and civilian employees of the Department of the Army, Marine, Navy, Air

Force and Coast Guard and their families applying for shipment or storage of household goods and professional equipment.

#### **4. RESPONSIBILITIES:**

To insure all military members, their dependents and civilian personnel are properly counseled on procedures for shipping personal property.

#### **5. PROCEDURES:**

##### **a. OUTBOUND:**

**PRE-COUNSELING PROCESS.** Upon arrival of customers desiring shipment information, the receptionist will:

1. Gather information from customer to determine what services he/she will require.
2. Provide Briefing Schedule and review Orders to determine if customer has entitlement for shipment at Government expense.
3. Answer general questions concerning shipment and storage of personal property; shipment and/or storage of a Privately Owned Vehicle; Personally Procured Move (PPM) or (DIT; shipment and/or storage of a Privately Owned Vehicle; Personally Procured Move (PPM) or (DITY) and advise customers that all technical information; pickup dates and other pertinent information will be provided in briefing.
4. For General Officers, Bluebark shipments and other unusual shipments, customers will be seen immediately upon arrival by experienced Counselor or the Lead Counselor.

**COUNSELING:** Once in session with the customer, either individually or in a group setting the counselor will:

1. Review the orders and counsel each regarding his/her shipping entitlements according to the type move he/she is making. Briefings are scheduled for each different type of shipment, i.e. PPM, CONUS, Nontemporary Storage, OCONUS or Local move.
2. Brief all entitlements that pertain to the type briefing being conducted, i.e. PPM, CONUS, Nontemporary Storage, OCONUS or Local Move. Answer questions and review with customers all documents provided in packet. Provide all information necessary to assist in the completion of documents required to process application in the Transportation

Operational Process System (TOPS).

3. Complete other related forms such as Counseling Check sheet; DD Form 1797 and any other pertinent required documents.
4. Counseling will include informing customers of method and mode of Shipment; data on unusual items; guidance on shipping professional books, papers and equipment; unauthorized items; member's responsibility in regards to preparing property for shipment; pickup dates; additional insurance options; Defense Personal Property Program and their requirements to complete customer survey at destination; excess cost; carrier and Government liability in the event of loss or damage and their responsibility to file claim for any such loss or damage within prescribed time limitations.
5. Counselor will process estimates and actual cost for payment of PPMs; complete all other documentation related to the payment of PPMs to submit to DFAS for payment.
6. Counselors will process any request for shipment or storage received from mail; e-mail or FAX received from service member or other Transportation Offices.
7. Off site briefings will be conducted upon request to any agency requesting assistance. Briefing will include, but not limited to:
  - a. ACAP
  - b. AF Smooth Move
  - c. ACS CONUS and OCONUS Prebrief
  - d. LEVY
  - e. Deployment
8. Utilizing the TOPS system, in accordance with guidance from the Surface Deployment and Distribution Command (SDDC), route and book shipments and Non-Temporary storage to commercial carrier/contractor in cost effective manner and confirm with carrier/contractor telephonically or by FAX.
9. Using the TOPS system, generate Bills of Lading and distribute in accordance with the DTR, (Defense Transportation Regulation). For shipments going into Non-temporary storage generate TOS, Tender of Service and distribute in accordance with the DTR and/or other service regulations.
10. Maintain the Traffic Distribution Roster (TDR) within the TOPS system.

11. Process Drayage for Direct Procurement Method (DPM) and Relocation Moves. Distribute to DPM Contractor within the time frames established in local Contract.
12. Perform cost estimates/comparisons and excess cost computations when requested.
13. Provide assistance to all customers required to make changes to shipments; cancel or reschedule pickup or delivery dates when emergency circumstances arise and provide any information requested by other agencies.
14. Compute excess cost incident to movement of personal property and insure collection prior to shipment when the service member is no longer in pay status. Cost collections are made on Cash Collection Voucher, DD Form 1131. Documents are prepared submitted to Accounting Clerk for deposit into Government account. Estimated excess cost will be provided to customer during briefing to insure funds are available when shipment is picked up and prior to service member leaving the area. Shipments incurring excess cost for service member still in pay status may be shipped and DFAS notified to collect at a later date.

b. IBOUND WILL:

1. Members point of contact data will be collected in a suspense file within TOP's as the inbound section is contacted. The member will be notified of arrival of property for delivery coordination. The goal is to avoid storage charges by delivering the property direct to the member's new residence.
2. All efforts will be made to contact service member.
3. In the event the ITGBL/TGBL shipment has missed the RDD, the local agent will be notified to initiate tracer and provide response within 24 hours for TGBL and 48 hours for ITGBL shipments. For all DPM counselor will request shipment status from the origin transportation office.

c. NON-TEMPORARY STORAGE WILL:

1. Verify charges and process invoices from storage companies.
2. Prepare and distribute required members notification letters.
3. Prepare and distribute Service Orders as required.
4. Process mail in applications within five work days of receipt.

d. TONNAGE DISTRIBUTION ROSTER (TDR)

1. Select carrier based on carrier evaluation report system score and carrier rate for both Domestic and International Shipments.
2. Maintain the TDR within 20,000 pounds differential utilizing the Personal Property Systems (TOP's)

e. QUALITY CONTROL WILL:

1. Inspect Inbound/Outbound Personal Property on an as required or when requested by the member.
2. Inspect 100% of mobile home shipments into and out of Fort Bragg/Pope AFB area of responsibility.
3. Inspect carriers' facilities warehouses and equipment on as needed bases when requested by RSMO.
4. Establish and maintain a carrier performance file for each qualified carrier approved for service within Fort Bragg area of responsibility.
5. Review each carriers performance file.
6. Receive and acknowledge receipt of carriers Letter of Intent (LOI).

**6. PROPONENT:**

**Proponent for this SOP is the Personal Property Section Supervisor, 910-396-7009.**